

GSA FLEET UPDATE



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Toth Talk – Welcome

I hope this GSA Fleet Update finds you in good health and good spirits and ready to make 2015 the best yet.

It is not too late to sign-up for GSA's second annual Federal Fleet Management Training event being offered at the end of the month. The training event is hosted in conjunction with the Washington, D.C. Auto Show and GSA will offer over 30 training workshops during the three-day event, open to all federal fleet professionals. This event is an excellent opportunity to learn about the latest in fleet management, network with industry colleagues and see new makes and models of vehicles. Please be sure to check out the announcement on page 2 to learn more.

I would also like to apologize for an oversight within the 2015 Fleet Rate Bulletin that was recently identified pertaining to the monthly rate for SINs 9C/9H and 8C/8H. We have updated these rates to ensure the conventional and hybrid vehicles are assigned the same monthly lease rate. The mileage rates remain unchanged. The monthly rates have been adjusted and went into effect 11/6/2014. For your reference, the following shows the revised rate structure for the affected SINs. Our apologies for any inconvenience or confusion this created.

SIN	Monthly Rate	Mileage Rate
9C	\$169.00	\$0.153/mile
9H	\$169.00	\$0.116/mile
8C	\$153.00	\$0.134/mile
8H	\$153.00	\$0.111/mile

GSA strives to bring you the right solutions to meet and exceed your mission requirements. This GSA Fleet Update edition covers a wide range of topics to assist you in doing just that. GSA continually strives to provide sustainable fleet management tools, and a few are highlighted throughout this edition from our Short Term Rental Program to the recently launched 2015 Alternative Fuel Vehicle Tool. We are also excited for the upcoming facelift and modernization of GSA Fleet Drive-thru. GSA takes motor vehicle safety very seriously, and please take a few moments to read up on the importance of vehicle recalls and this updates "safety corner" on page 8.

As always, GSA appreciates your business and I thank you for your continued support. I look forward to seeing you at the training event in January.

William A. Toth, Jr. Director of Motor Vehicle Management

INSIDE THIS ISSUE:

<i>GSA Fleet Vehicle Auctions</i>	2
<i>2015 Light Duty Alternative Fuel Vehicle Acquisition Tool</i>	3
<i>GSA Fleet's Short Term Rental Program Saved Millions</i>	3
<i>Recalls and Your GSA Fleet Vehicle</i>	4
<i>WEXConnect Mobile App Fuel Finder</i>	4
<i>GSA Fleet Drive-thru to Get Facelift!</i>	5
<i>General Motors Free Preventative Maintenance Plan</i>	5
<i>Mechanic's Corner: Talking Shop</i>	6
<i>Your GSA Fleet WEX Card</i>	6
<i>Fender Benderz: Recovering Losses from Third Parties</i>	7
<i>New Feature in Drive-thru's Customer-Driven Data</i>	7
<i>Safety Corner: Automotive Safety Innovation Saving Lives</i>	8

GSA Fleet Vehicle Auctions

Are you looking for a well-maintained pre-owned vehicle? Well, mark your calendar to attend one of our vehicle auctions! Each year approximately 35,000-40,000 off lease GSA Fleet vehicles are sold through public auctions. With the exception of GSA associates and their immediate household families, if you are over 18 years old, you can bid on these well-maintained vehicles. Double check your agencies policy and guidelines to ensure you may attend a GSA Fleet vehicle sale.

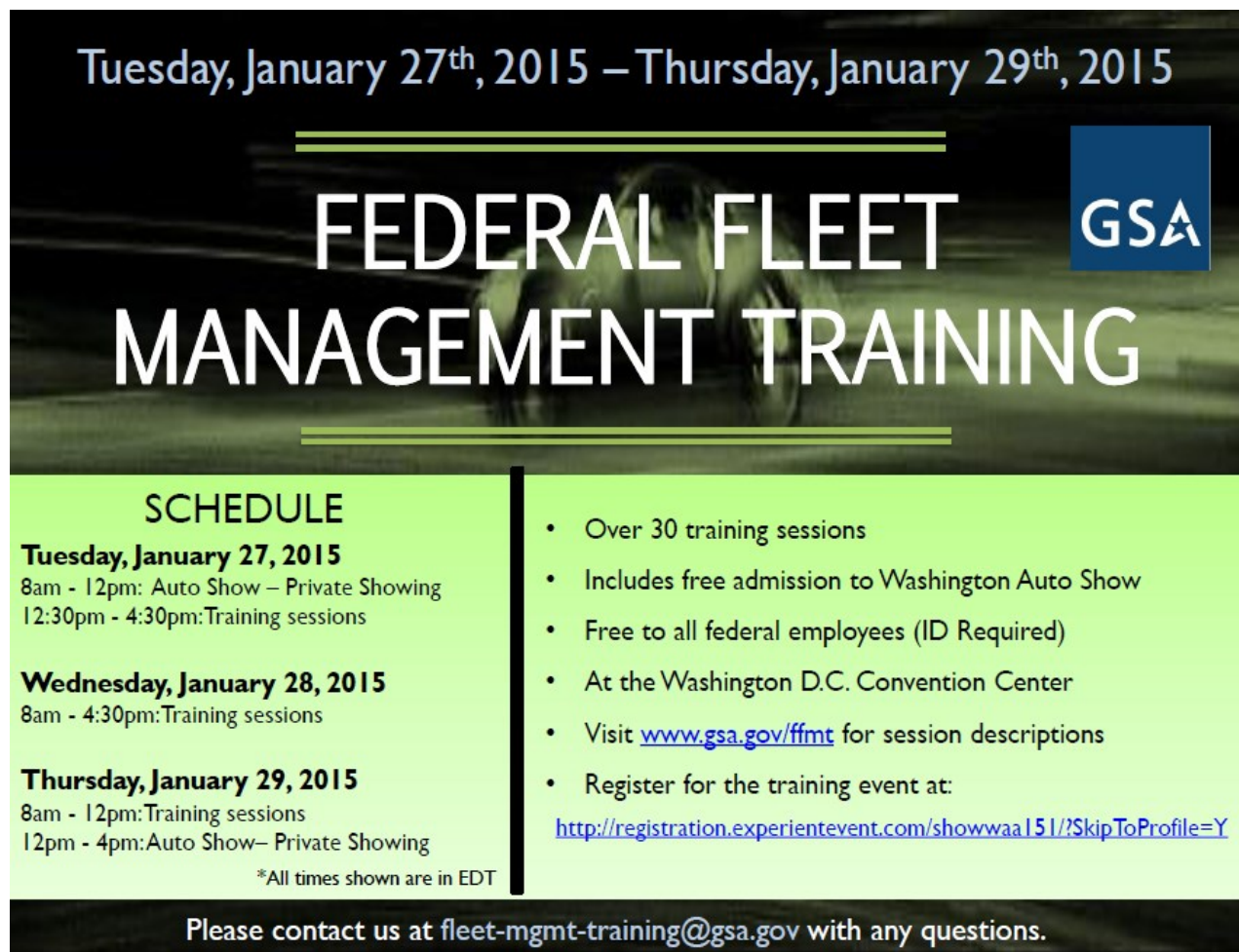
Auctions allow time beforehand for vehicle inspection. Vehicles may be started but not moved. Bidders are advised to inspect vehicles carefully. Deficiencies, when known will be listed in the auction catalog (provided at the auction facility) or will be announced

prior to the sale. There are additional provisions for warranties and refunds.

You can purchase vehicles live at the auction, or some auction locations allow you to purchase online during the auction. To become a registered bidder, you must contact the auction house prior to the sale date.

Auction dates and times may change, so be sure to check our website to verify the date and time. Visit our remarketing website for additional information at <http://autoauctions.gsa.gov>.

In Spring 2015, there will be a GSA Fleet Desktop Workshop on the GSA Remarketing program. Please be on the lookout for an email regarding specific information to attend a session.



The graphic features a dark background with a blurred image of a person in a vehicle. The GSA logo is in the top right corner. The main title 'FEDERAL FLEET MANAGEMENT TRAINING' is centered in large white letters. Below this, the dates 'Tuesday, January 27th, 2015 – Thursday, January 29th, 2015' are displayed. The 'SCHEDULE' section is on the left, listing activities for each day. A list of bullet points is on the right, detailing the event's features. A registration link is provided at the bottom right. A footer at the very bottom contains contact information.

Tuesday, January 27th, 2015 – Thursday, January 29th, 2015

FEDERAL FLEET MANAGEMENT TRAINING

GSA

SCHEDULE

Tuesday, January 27, 2015
8am - 12pm: Auto Show – Private Showing
12:30pm - 4:30pm: Training sessions

Wednesday, January 28, 2015
8am - 4:30pm: Training sessions

Thursday, January 29, 2015
8am - 12pm: Training sessions
12pm - 4pm: Auto Show – Private Showing

- Over 30 training sessions
- Includes free admission to Washington Auto Show
- Free to all federal employees (ID Required)
- At the Washington D.C. Convention Center
- Visit www.gsa.gov/ffmt for session descriptions
- Register for the training event at:
<http://registration.experientevent.com/showwaa151/?SkipToProfile=Y>

*All times shown are in EDT

Please contact us at fleet-mgmt-training@gsa.gov with any questions.

2015 Light Duty Alternative Fuel Vehicle Acquisition Tool

GSA's Office of Motor Vehicle Management is happy to announce that the 2015 Light Duty Alternative Fuel Vehicle (AFV) Acquisition Tool is now posted online and available for use! The AFV Acquisition tool helps leasing and purchasing customers optimize their motor vehicle selections and acquisition process. The interactive tool allows customers to identify alternative fuel vehicles based on specific selection criteria including vehicle type, fuel type, the delivery state's emissions status, efficiency measures, and costs. In addition, the tool allows customers to compare up to three different vehicles at a time and perform hypothetical lease/purchase analyses that help inform agencies' acquisition decisions. Information on federal sustainability mandates, federal vehicle standard item numbers that are covered by the 2007 Energy Independence and Security Act, and a static listing of low-greenhouse gas vehicles are also included in the tool. By using this tool, customers will be able to simplify as well as quantify their acquisition decisions.

Currently, this tool is populated by AFVs awarded as of December 2014, which includes sedans, sport utility vehicles, light duty pickup trucks, cargo vans, passenger vans, and light duty vocational vehicles. At this time, several of the heavier vehicle categories, including medium & heavy duty, wheelchair vehicles, and wreckers and carriers are not yet available. A second iteration of the tool will be made available once all awards are made.



To access the tool, please visit the following GSA website at <http://gsa.gov/portal/content/104211>.

If you have any questions, please email GSA's Motor Vehicle Management Alternative Fuel Vehicle Team at mvmafteam@gsa.gov.

GSA Fleet's Short Term Rental Program Saved Millions

Last year, GSA Fleet's Short Term Rental (STR) program saved the Federal government nearly \$14 million dollars in vehicle rentals and over \$200k in heavy equipment rentals compared to commercial rates. The STR program offers more than 50 vehicle types and 150 types of equipment by the name brand vendors you are familiar with and achieves up to 40 percent less than commercial rates. STR is a great solution to help fill short-term needs for vehicles and equipment.

STR can supply vehicles if your fleet is out of service for maintenance, has surge requirements or has special/seasonal work. The STR program can provide sedans, SUVs, minivans, cargo vans, 15 passenger vans, buses, light trucks, tractors and trailers, box trucks and stake bed trucks; practically any vehicle you need to meet

your mission. STR cannot be used for travel and vehicle rentals may be for up to 120 days.

When your mission requires more than just vehicles, STR can help with that too. Heavy equipment available through STR include forklifts, boom lifts, scissor lifts, bull dozers and other earth movers, rollers, dump trucks, generators and light towers. Equipment rentals can be up to 365 days.

Even if you don't lease vehicles from GSA you can use the STR program. To get started just create an account at <http://str.fas.gsa.gov/>. If you have questions or need assistance call or email us at 866-886-1232 or gsa_rental@gsa.gov.



IF YOU MUST PRINT THIS UPDATE,
PLEASE RECYCLE AFTER READING.



Recalls and Your GSA Fleet Vehicle

Unfortunately 2014 was a record setting year for vehicle recalls, so we would like to take this opportunity to review GSA Fleet's recall process and your responsibilities as leasing customers.

Since the vast majority of recalls are related to safety issues, it is critical that you have all recall work accomplished in a timely manner. While the odds are relatively low that a vehicle failure could occur, it is not wise to ignore an open recall.

GSA works with the vehicle manufacturers to receive important recall and safety information as quickly as possible so that we may inform all of our affected customers. We are currently receiving weekly electronic updates on open recalls for all the Ford, GM, and Chrysler vehicles in our fleet.

When a new recall is announced and we have received both a list of af-

ected VINs and the actionable recall notice itself, we send that information to the customer email addresses we have on file for all affected vehicles. After the first notice, we send a follow up notice after 120 days if we don't receive notification that the recall has been completed. We wait that long to allow time for you to bring the affected vehicle(s) to a dealership, have the work completed, and for the vehicle manufacturer to update our recall records.

Manufacturers are still sending out paper notification by regular mail. We ask that you treat both the paper and electronic notifications with the same sense of importance.

When you receive either a paper or electronic recall notice you should read it carefully, as different recalls will require you to respond differently. Some initial notices will indicate that parts are delayed and the

recall work can't yet be accomplished, but the notices are still sent to you to ensure that you and your drivers are aware of potential problems. If parts are available when the notice is first received, or when the parts do become available, you should contact your local dealership as soon as possible to arrange for the work to be completed. If you do not know where your closest dealership is, you can contact the Maintenance Control Center (866-400-0411, option 1) and they will assist you.

The overwhelming majority of vehicle recalls do not require you to stop driving your vehicles. On those rare occasions where a specific "stop drive" recall is issued, we will contact you immediately to let you know.

Thank you for working with us to get safety recalls resolved quickly and keeping our drivers safe.

Did you know?

GSA Fleet offers a Defense Driver Course at no additional cost to leasing customers. Please visit www.gsa.gov/drivertraining for more information.

WEXConnect Mobile Application Fuel Finder

WEX, Inc. brings GSA Fleet a mobile app which allows agency drivers to locate fuel and service stations, quickly compare prices and obtain directions while on the road. Even better, WEX Connect provides fuel prices based on actual fuel station data – one of the first in the industry. These features, along with the ability to find service stations and

fueling locations offering diesel, E85, regular and CNG fueling, help to ensure that your drivers find the fuel they need – at the best price. WEX Connect works on Droid and iPhone devices. Information on how to download the app can be found at: <https://www.wexinc.com/wex-mobile/wex-connect>.



GSA Fleet Drive-thru to Get Facelift!

Did you know that Mileage Express was the first ever customer-facing web application for GSA Fleet? When it was launched in the mid-1990s, Mileage Express became the first in a series of modules that would comprise GSA Fleet Drive-thru and at the time, was a groundbreaking step toward an automated interface between our customers and their GSA Fleet vehicle data. In the almost 20 years since, and in response to the ever-increasing demand for automation, additional modules, features and functionalities have been incorporated into Drive-thru. To date, though, no

general overhaul or modernization of the web site has been undertaken.

This year, GSA Fleet is working to update Fleet Drive-thru in both form and functionality. The look and feel of the web site will be modernized to fall in line with other web-based applications currently offered to Fleet customers-- FMVRS, FedFMS, DRM, and WebSTR. In addition, the method of user access will be overhauled, allowing for distinct user accounts and levels of permission for individual customers and eliminating

the cumbersome Customer Number/Access Code combination currently in place. While the essential function and purpose of the modules within Drive-thru will not change markedly, new or upgraded features will be incorporated to improve the overall online experience for our customers.

Stay tuned for further updates on this exciting initiative. Questions or comments may be submitted through the GSA Fleet Drive-thru mailbox at gsadrivethruhelp@gsa.gov.

2014/2015 General Motors FREE Preventative Maintenance Plan

Customers who operate a 2014 or 2015 model year Chevrolet or GMC car, truck or crossover are covered by General Motors FREE comprehensive maintenance program for two years or 24,000 miles. For most 2014 & 2015 vehicles, your local Chevrolet and GMC dealers will complete oil and filter changes, four-wheel tire rotation, and conduct a 27-point vehicle inspection - all at no charge to the Federal government. When your 2014 or 2015 Chevrolet/GMC vehicle's oil life monitoring system (OLS) light goes off within the 2-year/24,000 mile coverage time frame, you should

follow the three steps below.

1. Find your closest GMC/Chevy dealership
2. Make an appointment for the preventative maintenance service
3. Drop off the vehicle.

The program covers up to four (4) service visits in the 2-year/24,000 mile period, and is fully transferrable to subsequent owners.

What's NOT covered?

Air filters are not included and

should not be purchased unless authorized by the GSA Maintenance Control Center (MCC).

The Spark EV alternative-fuel vehicle is covered for tire rotations and the 27-point inspection, but not for oil changes. Some vehicles (dual rear wheel or those with unidirectional tires) are covered for the oil changes but not for tire rotations when that service is not recommended.

For more information, please visit <http://www.chevrolet.com/comprehensive-coverage.html>.

WE'RE ON THE WEB—VISIT US AT:
[HTTP://WWW.GSA.GOV/GSAFLEET](http://WWW.GSA.GOV/GSAFLEET)

THE RIGHT VEHICLE AT THE RIGHT PRICE WITH GREAT SERVICE
AND THE REQUIRED DATA NEEDED TO EFFECTIVELY AND EFFICIENTLY MANAGE A FLEET!



Mechanic's Corner: Talking Shop

In this installment of Mechanic's Corner, we will spotlight a legally binding document called "The Repair Order". A vehicle repair order collects information such as the owner's name, address, contact information, year, make and model of vehicle, mileage, color. However, the focal points of the repair order are the 3 Cs - complaint, cause and correction. The complaint is given by the driver; and the cause of the complaint and repair needed to correct the complaint are provided by the automotive technician. The 3 Cs are critical for the vendor in maintaining customer satisfaction. Customer satisfaction increases when vehicle downtime is reduced and out of pocket costs are minimized.

As a driver of a government vehicle, you can assist in limiting the amount of downtime and overall operating

costs by giving specific complaints relating to your vehicle when it enters a repair facility. Similar to the way you may take a poorly written document less seriously or perhaps even take incorrect action because language wasn't clear, a service advisor or automotive technician can struggle with vague complaints.

Imagine taking your government vehicle into a repair shop. You tell the service advisor to "check the brakes and oh yeah, it started to overheat". That evening a representative of the repair shop calls to update you on your vehicle. He tells you that the technician test drove your vehicle and has been unable to find anything wrong with the brakes and the vehicle did not overheat during the test drive. Frustration sets in and you tell the service advisor, "Every time I have to apply the

brakes when driving at highway speeds the steering wheel shakes and when I turn the A/C on the temperature hand starts to go to hot, this happens every time. Are you sure your technician checked my vehicle out?" Now the vehicle has to stay overnight due to time restraints and the technician will look at the vehicle again in the morning. You are frustrated because of the extra downtime and costs may increase because of additional diagnostics.

By providing the vendor with as many specifics as possible and making sure the complaint lines on the repair order accurately reflect your concerns - in your words, technicians can more accurately identify the cause and correction to your complaint with less downtime. This is a very easy way to save time and money.

Your GSA Fleet WEX Card

Lots of time is spent looking at the FRONT of our GSA Fleet card but we'd like to remind you to take a moment and flip it over to look at the BACK. The back of our cards contain important information that can help get you out of a jam quickly. For all fuel transactions, maintenance transactions under \$100 and for after hours support calling 1-866-WEX-4GSA will get you connected to a customer service technician who can assist the merchant in processing your transaction. If the merchant does not take the WEX® card they will be given a MasterCard® number as payment to get you on your way quickly. For repairs requiring prior authoriza-

tion including maintenance transactions over \$100 or for vehicle accident support contacting our GSA Fleet Maintenance Control Center or Accident Management Center at 1-866-400-0411 from 6AM to 7PM CST will connect you with a GSA representative ready to provide support.

If you lose your card altogether or if the card becomes damaged please login to GSA's Fleet Drive-thru <https://drivethru.fas.gsa.gov> and select WEX Replacement Card Ordering. You will need your Customer Number and Access Code

to login. Questions on accessing Drive-thru please contact gsadrivethruhelp@gsa.gov.

For any questions or concerns regarding your GSA Fleet card please contact us at lpt@gsa.gov.



Fender Benderz: Recovering Losses from Third Parties

The bad news: you were in an accident. The good news: it was the other person's fault. If the third party is financially responsible, GSA Fleet will pursue the other driver, and/or their insurance company, to recoup the cost to repair the government vehicle.

While no one expects vehicle mishaps, the fact is they happen and many of these crashes result from mishaps with third party owned vehicles outside the federal government. When a determination is made that the third party is financially responsible, the GSA Fleet Accident Management Center (AMC) will aggressively pursue damages from the vehicle owners through their insurance carriers while striving to have these vehicles repaired as efficiently and cost effectively as possible.

GSA Fleet successfully recouped a five-year high of nearly \$6.9M from third party claims during fiscal year 2014. In one particular case, involving a GSA Fleet Freightliner truck, the AMC team aggressively negotiated with an Insurance Company and successfully recovered more than \$37,000. This is the largest repair claim the team has ever recovered. On average, the AMC recovers \$6K to \$10K per accident claim from third parties.

So how does this benefit your agency? First, the cost of vehicle repairs are not the responsibility of your agency when an identifiable third party is at fault. In the case of the Freightliner, the agency would have been hit with the large repair bill; instead, the insurance company paid the repair bill. Second, the funding from

third party claims goes directly back into the GSA Fleet fund for vehicle repairs, replacement of assets, or lower rates. When agencies pursue third party claims themselves, the money often goes to the Treasury.

GSA Fleet's success in recouping financial losses due to identifiable third parties could not be done without your support. Thank you for your efforts to gather information at the scene including driver and owner information of third party vehicles on the SF91, witness statements (SF94), police reports and photos; and to promptly provide that documentation to the AMC.

Bottom line, if you are involved in a mishap that is not your fault, remember GSA Fleet is on your side and will work hard to minimize the fiscal impact on your agency.

New Feature in Drive-thru's Customer-Driven Data

To assist customers who wish to maintain state license plate information in GSA Fleet's vehicle inventory database, two new fields--State Tag Number and State Tag Expiration Date--will soon appear in the Customer-Driven Data (CDD) module. Once available, the two fields will provide customers

more direct access to this information, allowing them to load and update both the state tag number and the expiration date when appropriate. Loading and maintaining data in these two fields will continue to be optional and at the discretion of the customer. For those who do elect to populate

them, the state tag and expiration date information will also be available via the customized inventory report in Reports Carryout.

Please direct any questions to the GSA Fleet Drive-thru mailbox at gsadrivethruhelp@gsa.gov.



Automotive Safety Innovation Saving Lives

Safety technology advances over the last fifteen years have made an impact in reducing the number of fatalities and injuries from car crashes. Statistics from the National Highway Traffic Safety Administration (NHTSA) reveal that fatalities per 100,000 cars have decreased over fifty percent since 1999. Every three to five years since, about the equivalent of a generation for a vehicle model, there has been significant and sustained reduction in the fatality rate. David Zuby, executive vice president and research chief at the Insurance Institute for Highway Safety, was quoted in the Wall Street Journal as noting that “many factors, including driver behavior, could influence fatality rates from year to year. But generally speaking ‘cars are getting safer.’”

Among the most significant changes in automotive safety technology, and possibly the most significant since seat belts became standard, is Electronic Stability Control (ESC). ESC was originally offered in the 1990s on a few select models across several manufacturers, often at higher trim levels; but became standard equipment pursuant to a NHTSA regulation for model year 2012 and later model light-duty (less than 10,000 lbs.) passenger vehicles. Anti-lock brakes, a requirement for ESC to function, have also been standard equipment since 2012. ESC lowers the risk of a fatal crash by about half and the risk of a fatal rollover by as much as 80 percent.

The last fifteen years have seen many other significant changes in automotive safety have come about via a mix of regulation and automaker innovation. Front airbags became standard equipment in new cars in 1998 and light trucks in 1999. Adaptive front airbags which recognize the presence, weight, and position of driver and passenger became standard in 2007, better protecting smaller and out of position occupants. Side and curtain airbags became common in many models, often as standard equipment. Automakers

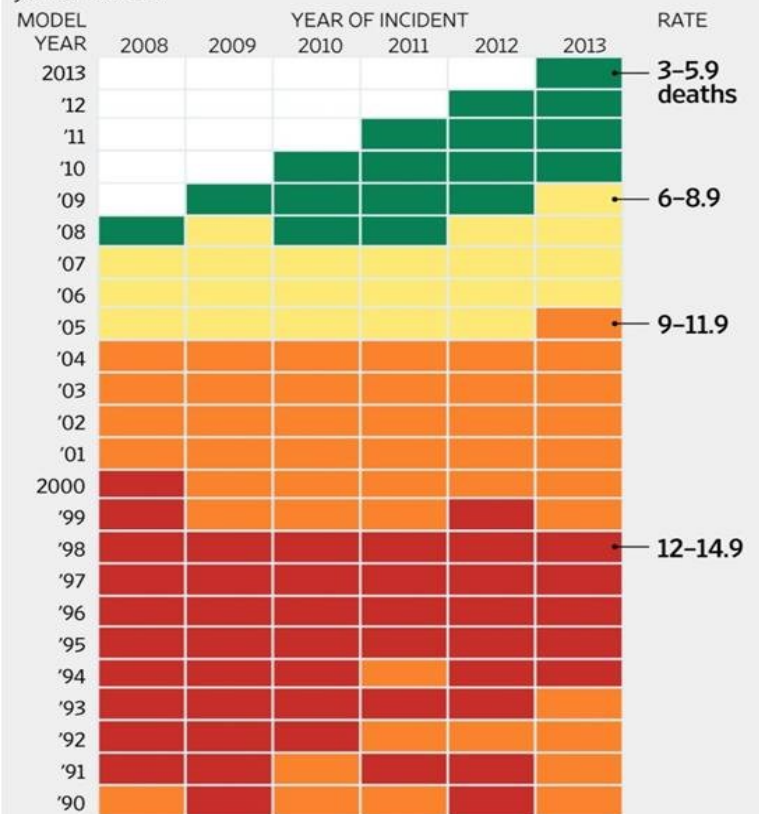
also introduced changes in materials and welding techniques to increase vehicle strength while reducing weight.

Over the next couple years, a number of new technologies that are just now in the early stages of deployment either will or may become

standard equipment. Rear backup cameras are becoming more common, and cheaper, and will be standard equipment in light duty vehicles by May 2018. Advanced crash avoid-

Newer Cars Are Safer

Rate of traffic fatalities per 100,000 cars on the road, by model year and year of incident



Source: WSJ analysis; Experian Information Solutions

The Wall Street Journal

ance technologies including forward collision warning systems, adaptive cruise control, autonomous braking (emergency brake assist), blind spot warning, and adaptive headlights may also find their way into fleet vehicles. The pace of innovation is quickening and that is a major win for government fleets.